



The Human Touch

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TOGETHER WE MAKE A DIFFERENCE



Waking Up To Tragedy

By Carol Sisco
DHS Public Information

We all had different stories about waking up to tragedy on Sept. 11. For some it was the horror of realizing the first airplane crash was no accident, thinking of the terrible moments passengers endured before impact. It seemed we collectively lost our innocence as a country. We wondered if we'd ever feel safe again, leave alone invincible.

For others, the shock was greater as they frantically called to learn if a friend or relative was still alive. Yet, most of us worked while we waited. We glued our eyes to television sets and radios but also noticed as friends and colleagues needed a hug or someone to listen.

"Both my kids live in D.C. My daughter was in New York. I didn't know where my son was," said Carol Baumann from DCFS' Northern Region. "I didn't realize until I got my daughter's e-mail and heard her voice, how frightened I'd been."

Baumann wasn't the only one waiting for that call.

Vijaya Achan, in Information Technology, knew her brother-in-law worked a few blocks from the Trade Center. After the first plane hit, he looked outside and saw the next one. He got away, but it was many hours before he caught a ferry home to New Jersey.

Bob MacDougall, from Licensing, was thinking about his cousin who flies for American. Her flight crashed into the Pentagon. Later, he learned she had the day off.

Robin Arnold-Williams thought her nephew was at work in the World Trade Center. She didn't know he'd recently switched jobs and was fine.

Clair Nielson realized just how compassionate everyone was when an e-mail intended for colleagues in Provo and Heber somehow went statewide.

"You can talk about my computer literacy," Nielson joked. Although embarrassed by sending the world news that his daughters were OK, Nielson said he was blown away by the response. "The e-mails from Layton to Ogden to the State Hospital were really touching."

We all grieved whether we had family involved or not. The shock was great as we personalized the deaths, marveled at the heroic efforts of airplane passengers and later cheered firefighters and others wading through the rubble still hoping as the chance of life slowly faded.

Human Services offices stayed open just as other state agencies did. We took time for memorial services, had televisions and radios going throughout our offices, stayed in touch by e-mail. But we also got to know each other better as we talked about our fears.

And when the Governor's message arrived saying state buildings would take precautions but stay open, people didn't complain. Most reacted the same way an employee at Youth Corrections' Genesis Youth Center in Draper did. His reply on e-mail:

"Our motto at Genesis is we come to work, ready to work."

(Editor's Note: Robin's column returns next issue)



State Employee of the Year Keri Carter at her office popcorn machine

Keri Carter Earns Utah Employee of Year Honor

**By Carol Sisco
DHS Public Information**

AERICAN FORK – Keri Carter is right where she wants to be and has been for nearly 25 years.

A secretary at Utah State Developmental Center in American Fork, Carter was recently named one of two Outstanding State Employees. The other is Jerry Bair at the State Tax Commission.

Dona Linch, a developmentalist at Utah State Hospital until her recent retirement, also was a finalist.

“I’m really pleased that two of our outstanding employees were recognized,” Human Services Executive Director Robin Arnold-Williams said.

Carter grew up practically down the street from the Developmental Center in Lehi. She still lives there with her husband, Val, an electrician at the Center. Keri’s parents, brother and four sisters live on the same road she does.

“It’s a pretty fun situation,” she said. “On the city map it’s called Beck Lane, after my father.”



“I always wanted to be a secretary,” she said. “It was hard to imagine we’d become so electronic in this profession. I started with a typewriter and carbon paper. Today

I’m on the computer but I think we have 10 times the paper work we used to. Before it was too much of a pain to correct things. We’d do a draft and final report and that was it.”

Besides her excellent secretarial abilities, Carter is known for being a good listener when other employees are troubled. But her most popular attribute is the huge popcorn machine in her office, always fully stocked with buttery, hot popcorn.

“I love working with the people who live here,” Carter said. “I enjoy their friendship. I also enjoy the staff here. I’ve made close friends who will last a lifetime.”

Carter was 20 when she started work and thought she’d probably stay until her first child was born. But she wasn’t ready to leave then, and certainly wasn’t ready after the second one came along. Val and Keri raised four children while working at the Developmental Center.

“During my interview for employee of the year, Lt. Gov. Olene Walker said ‘you can retire in five years. Are you going to?’” Carter said. “Suddenly it hit me that here it is almost time to retire.”

The Developmental Center has seen many changes over the years, particularly as it moved from more than 900 residents to 234 today.

“The people who were here when I first started are living in the community now,” she recalled. “More of them were borderline or more mildly retarded than the people here now. It’s been exciting to see the community movement and to see them when they come back to visit. It’s fun to see how independent they are.”

“It’s a compliment to Keri that a lot of those people remember her,” said her boss, Dennis Bellows. “In addition to being secretary in two buildings, she’s unit secretary and coordinates with our human resources office to write disciplinary letters for the whole agency. I’m most amazed that her office is such an open area but she can keep typing along and talking to people and doesn’t miss a beat. Her quality is outstanding.”

A Healthier You 2002

By **B.J. VanRoosendaal**
Substance Abuse



Michelle T. Staley

Michelle T. Staley started playing tennis as a child. Now she combines tennis with running and hiking. Staley fits fitness activities around her job as a prevention program coordinator for the Division of Substance Abuse.

An avid tennis player who has won numerous tournaments, Staley said her fitness role models are

primarily women tennis players.

"I really admire women such as Steffi Graff, Monica Seles and Lindsey Davenport because they are good role models for women to be active and athletic," she said. "My mother is always an inspiration to me because she stays conscious about her health, and she teaches yoga and other meditative practices so others will benefit."

Staley is training for a marathon so her weekly fitness routine is really hectic.

"I run four days a week, which includes a long run on Sunday. My weekly mileage is about 20," she said. "Two days a week I lift weights, and I play tennis three days. I belong to a women's tennis league at the Sports Mall and I enter tennis tournaments throughout the year. It's a lot of fun, and I have met some really wonderful people."

Staley wishes for more time in the day, just as we all do. But she wants to devote it to additional fitness activities. "I would like to have more time for tennis, but I am currently committed to running. I have also taken up hiking and I really enjoy the trails in the southern part of the state and on the Wasatch Front."

A low point in her fitness history came two years ago.

"I was playing some tennis but not on a regular basis. My mother was diagnosed with breast cancer, and it really hit me that I needed to take charge of my health and start exercising

regularly and eating better," she recalled. "I think health is also strongly related to our mindset. If you maintain positive, healthy thoughts it will help you to stay healthy. Relaxing, yoga and meditation have been extremely helpful to my mother in her recovery. So I have incorporated those things into my life too."

"I exercise at least one hour every day," said Staley who believes she's reaching her high point in fitness. "I feel better, have more energy and I am more in tune with my body. Exercise is like meditation. It gives me time to myself and makes me more aware of the amazing things my body can do."

Squeezing fitness into a busy life is always hard.

"It is difficult for me because I am not a morning person and don't wake up at the crack of dawn to get my runs in," Staley said. "This means I exercise evenings and on weekends. I think the trick is to make exercise a priority and just put it on your calendar. If it's on my calendar to run or play tennis and I don't do it I feel guilty. So, I guess guilt can be a good thing at times."

Staley also excels at motivating co-workers, family and friends to work out. She plans inter-office tennis tournaments and puts together teams for Healthy Utah's Maintain Don't Gain program.

"I currently walk with a group of co-workers at lunch," she said. Staley also encouraged co-workers to run the Gold Medal Mile for the Olympics and put together a team of friends and family to run in the Race for the Cure for breast cancer research, plus collected more than \$500 for the Aids Foundation race.

Staley finds exercise has many benefits.

"I have made some really great friends through exercise, and think I have maintained a fairly healthy weight," she said. "I have good muscle tone, and it's fun to be competitive and receive prizes, awards and medals for winning races and tournaments. I think it is one of the ways society rewards you and gives you recognition for getting out there and doing your best."

Utah's Diane Stuart Runs Violence Against Women Office

Diane Stuart was named Director of the Violence Against Women Office in the U.S. Department of Justice Sept. 5. Stuart has served as Gov. Mike Leavitt's Coordinator for Domestic Violence since 1996 and worked in the domestic violence field since 1989.



Diane Stuart

The Violence Against Women Office was created in 1995 to lead national efforts to stop domestic violence, sexual assault and stalking. It works with U.S. attorneys to ensure federal criminal statutes are enforced and assists the Attorney General in formulating policy related to civil and criminal justice for women. It also administers more than \$270 million in yearly grants to help states, tribes and local communities transform the way criminal justice systems respond to domestic violence.

"They could have chosen anyone in the country for this important job," Gov. Leavitt said. "To those of us who know Diane it is evident why she was chosen. Her skills and background position her perfectly to provide national leadership on these issues."

Stuart, a Lenox, Mass. native, has lived in Utah 15 years. She ran a domestic violence shelter in Logan and developed the first mobile crisis team in the state that traveled into the field to help domestic violence victims. She also chaired the Utah Domestic Violence Advisory Council, helped develop local coordinating councils statewide and has written reference manuals for clergy and victim advocates.

"Domestic violence is a pattern of recurring behaviors by which one party attempts to control the other," Stuart said. "It involves emotional, physical and sexual abuse."

The problem is widespread, with Utah shelters alone receiving nearly 46,000 crisis calls last year.

"I hope to achieve better communication between the federal government and the states and greater accountability from everyone involved in preventing domestic violence," Stuart said. "We need a coordinated effort between government, private non-profits, citizens and society in general to stop domestic violence."

Charitable Fund Drive Starts

Utah's 2002 State Employee Charitable Fund Drive begins in late September and continues through Nov. 16.

Bonnie Athas from the Division of Aging and Adult Services will coordinate the program in Human Services. Divisions and offices also have selected at least one staff member to assist.

Contributions to the Charitable Fund campaign increased 72 percent statewide over the past four years.

"Last year's results for Human Services and the state were excellent and we are hoping for another great year," said DHS Director Robin Arnold-Williams.

You Can Convert Some Leave to Retirement Programs

Employees may convert up to \$250 worth of annual leave into the 401(k) or 457 programs sponsored by the Utah State Retirement Board because of legislation passed by the 2001 Legislature.

However, only certain leave is eligible. Hours converted must be:

- Accrued in excess of 320 hours following the year's last pay period;
- Limited to 20 hours or \$250 in value, whichever is less; and
- In whole hour increments.

Details may be found in the Department of Human Resource Management Rules, (Working Conditions, R477-8-7 (3) Annual Leave, pages 54 and 55, dated July 3, 2001).

DHS Web Pages Win the 1st 'Preacher Bob' Award

"Preacher Bob" clucked his approval at the Department of Human Services last month, giving our new web site high honors for simplicity and maneuverability.

The "Preacher," who began his life at [Excite@Home](#), moved to the state's Chief Information Officer's office and is awarded monthly to the department with the best web pages.

Human Services was the first state agency to receive the stuffed rooster's approval.

"Your site does a good job of protecting the user experience and presenting your brand as unique," said Kristen Knight, eGovernment Product Strategy Director. "Human Services made it easy for readers to navigate our web site by integrating state standards into your pages."

"Just about everywhere I went on the site, I



Vijaya Achan, left, and Webmaster Rich Rayl check out their "Preacher Bob" award

stayed oriented, that is I knew I was in the Human Services site regardless of specific information I was looking at," Knight said.

Preacher Bob roosted for a month with webmaster Rich Rayl and his assistant Vijaya Achan. He's back in the CIO's Office waiting to pick a new winner.

DCFS' Southwest Region Earns Platinum Prize

"We didn't think anybody would actually do it," said Vaughn Emmett as he and Mark E. Ward presented a platinum certificate to Todd Minchey and Pete Sorensen of the Division of Child and Family Services' Southwest Region last June. The fiscal certification program was implemented in DCFS last year as a way of determining how much latitude to allow regions in making fiscal decisions. The better their fiscal controls, the more freedom they would have.

"With the Olympics coming up, we thought we could have some fun with this idea if we based awards on the bronze, silver and gold medals of the Games," Emmett said. "As it turned out, we needed four levels instead of three. The fourth level was a virtually unattainable performance one that really made them stretch. We designated it as 'Platinum,' which is rather un-Olympic, but we also didn't think we'd actually have to award one because the requirements are so stringent."

Platinum certification requires a score of 95 percent or higher on a comprehensive Bureau of Internal Review audit, low eligibility error rates, good reports from state and federal auditors, a balanced budget and operating region programs within limits agreed to at the beginning of the year.

"That's a tall order for any agency in any program in any part of the state," said Jack Green, DCFS Deputy Director over fiscal issues. "Todd, Pete, and the rest of the Region worked extremely hard to meet these expectations. Basically, this award means we have a very high level of trust with the Southwest Region to conduct their business well."

"Since we now know it's possible, we want to encourage other DCFS regions to reach for it too," said DCFS Director Richard Anderson. "I know the Office of Fiscal Operations and DCFS staff stand ready to assist any region wanting to improve their certification level. It's just a matter of putting their minds to it."

Welfare Reform Efforts Working But Job Isn't Done

By Carol Sisco
DHS Public Information

WASHINGTON - Welfare reform efforts are removing people from assistance rolls and getting them jobs, but the work isn't done, according to human services directors from around the country. Many families still need assistance.

The main welfare reform program, Temporary Assistance for Needy Families, is up for congressional reauthorization this year. Utah Human Services Director Robin Arnold-Williams, her counterparts in the American Public Human Services Association and the National Governor's Association are working to assure Congress knows what families need as they consider this important issue.

The group testified at a congressional staff briefing July 23 in Washington, D.C. The Senate Finance Committee hosted the presentation in the Dirksen Office Building.

"TANF can continue to succeed but only if states retain the flexibility to meet client needs, an appropriate level of financial investment is retained and we continue to coordinate with other programs needed to move people off assistance and into the work world," Arnold-Williams said. "Families need food stamps, good day care, medical care and transportation to their jobs."

Every state is unique so flexibility is the key to making it work.

"We also must do this one family at a time," Arnold-Williams said. "Setting up the same program for every individual guarantees failure."

TANF allows the necessary flexibility, but some supporting programs have not been as easy for people to deal with, the human services directors said.

"We really need to simplify inter-relationships between programs," Arnold-Williams said. "Food stamp benefits should be calculated on gross income and family needs, just like TANF and Medicaid are. We want to make it simpler for those we serve."

"Families don't come in parts," cautioned Jim Hmurovich, Indiana Division of Family and Children Director. "They don't like to be partitioned off by separate funding streams for child welfare and TANF. We all need to work together with workforce and economic development agencies and cross train our workers. The focus should be on the customer and what their service needs are. Funding streams should be invisible. We need to serve people as a family unit."

TANF assistance is temporary. Many states put a five-year limit on cash assistance families can receive. Others, like Utah, have a three-year limit.

"We need to use other TANF funds to attack the root causes of poverty so that people really can move off assistance permanently," Arnold-Williams cautioned.

States need the flexibility to move money into things families need, said Karen Perdue, Alaska Department of Health and Social Services Commissioner. "They may need help with domestic violence, medical issues, job coaching, all kinds of things."

Perdue remembers how we once had "a million ways to say 'no' to families." Now the culture has changed. "Now we say yes, yes, yes to families' needs. Yes, you can work while on assistance; yes, you can have a car."

"We need to keep moving in the direction of saying yes and asking clients how we can help them," Arnold Williams added. "After all, families know far more about what they need than we do."

Mike Chapman Elected

Mike Chapman was elected president of the Association of Administrators of the Interstate Compact on the Placement of Children. The organization is an affiliate of the American Public Human Services Association.

Chapman works in the Division of Child and Family Services as ICPC's deputy compact administrator. Utah also will host the association's national meeting next year in Salt Lake City.

Got A Question? Ask John Mathews

By Bob Hunt
Human Resources

(Editor's Note: Bob Hunt sat down with personnel director John Mathews to ask questions that many employees have: Who got raises? Why change the performance rating system? Why do people get fired? Do people really get fired for looking at pornography on the Internet?)

Hunt: Please explain why the legislature's discretionary salary step increase was not awarded to every employee.

Mathews: The Legislature didn't appropriate enough money to award every employee a discretionary step increase. Steps on the state's pay plan are based on 2.75 percent increments. However, the Legislature only appropriated about 1.47 percent to fund raises. Legislators said raises must be based on performance and other salary-related issues. Human Services decided to award increases to employees in jobs with high turnover rates or where it was difficult to attract enough job applicants.

Hunt: Why did Human Services change its performance rating system for this year?

Mathews: We mainly used a pass/fail system in the past. But the Legislature awarded bonuses to longevity employees for "exceptional" or "above standard" performance. It was difficult to consistently administer this bonus under the pass/fail system.

I don't believe pass/fail is the best way to promote better pay for better performance since employees who contribute the most are awarded the same way as those who do the least. The Executive Leadership Team decided to move the entire department to a three-level rating system of exceptional, successful and unsuccessful. It was implemented July 2.

Hunt: Why are people fired?

Mathews: Fewer than 20 percent of employees are terminated because they can't do the job. Most are let go because they're unwilling to do the job, have bad personal work habits, time

and attendance problems or because they do not follow agency policies or rules.

Some are terminated because they mistreat clients, residents or patients.

Employees may also violate employment laws that protect others against harassment on the basis of sex, race, color, disability, religion, national origin and age. Most terminations result from serious employee misconduct or because of intentional inappropriate behavior.

Hunt: Does the department really have "zero tolerance" for looking at pornography on Internet?

Mathews: We have absolutely no tolerance for employees who access pornography on their work computers. We fired more than 12 men and women in the past year for accessing pornography. Some were new employees; others had many years of service. Some worked directly with clients, others were administrators. The bottom line is employees use state-owned computers. We monitor individual use of Information Technology Resources without prior notice.

Hunt: Why should employees access their client profiles on Innerweb?

Mathews: The profile is important because information there comes directly from the system human resources staff use to process all employee information. It includes addresses, salary actions, emergency information, work location and other items. It is a great way to see what automated information we have about you without having to review your personnel file.

Employees can use the profile to make sure their home address and telephone number are



John Mathews

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Ombudsmen Meet

Utah's Office of Child Protection Ombudsman hosted the first national United States Ombudsman Association's Children and Families Chapter's conference in Salt Lake City last May.

Discussion centered on the theme of how to respond to the public about government agency actions while working within the confines of confidentiality laws and protecting the privacy of children involved.

The conference drew 27 ombudsmen from around the country. States represented included California, Utah, Illinois, Rhode Island, Tennessee, Washington, Arizona, Connecticut, Kentucky, New Hampshire, Oklahoma and Texas.

Speakers included Robin Arnold-Williams, Executive Director of the Department of Human Services, who talked about the benefits of having an ombudsman's office. Mary T. Noonan, Office of the Attorney General section chief, discussed the benefit of lawsuits in promoting systems' change.

Continued on next column

Ask Mathews...

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correct, update emergency contact information, review salary history or see their current job title and salary step information.

Most information can be updated or corrected by contacting Debbie Price in Human Resources at (801) 538-4224 or e-mailing DBPRICE@hs.state.ut.us.

You can access Innerweb through the Internet at <http://www.dhrm.state.ut.us/HROnline> or <http://login.innerweb.state.ut.us>. If you are using the DHRM website, click on Employee Profile in the selections on the left side of your screen. If you are using the Innerweb website, you must first go through a login screen to get to the Employee Profile. Your user ID and password for this screen are the same as when you log onto your own computer system. Once you get to the Employee Profile, if you are a first-time user, you must create your own password to get into the system by going to Update My Account and following the directions.

Noonan also gave ombudsmen a new way of describing themselves as "friendly helpers," a moniker she got from her child.

Staff from Utah's Office of Child Protection Ombudsman talked about how to create and manage an ombudsman's office and also explained developing and implementing a database to more effectively track cases.

Participants shared the frustrations, experiences, and successes of their work. Partnerships were built and new and creative ideas were discovered on how to be more effective "friendly helpers" to children and families.

Share Address Books Tech Tip By Janice DeVore

In GroupWise 5.5, you can share an address book with other co-workers.

1. Open the **Address Book**
2. Click the tab of the address book you want to share.
3. Click **File, Sharing**.
4. Select **Shared With**, and then select the name of the person(s) you want to share your address book with.
By default they have read-only rights. If you want them to add and delete names to your address book click on all.
5. The person(s) receives a notification allowing them to accept or reject the address book.

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